



Detroit Wayne Mental Health Authority
Office of Recipient Rights
FY17 New Hire Recipient Rights Training Protocol and FAQs
Effective 8/14/17

NEW HIRE RECIPIENT RIGHTS TRAINING (NHRRT)

It is a one session, face-to-face training (no more Part 1 New Hire training)

FOR STAFF NEWLY HIRED INTO THE COMMUNITY MENTAL HEALTH SYSTEM

Who must register

All employees, volunteers or agents of the community mental health (CMH) system (staff) who have never been employed in the system before and have not completed New Hire Recipient Rights Training (NHRRT) from any other approved CMH setting. THIS TRAINING IS NOT RELEVANT FOR SUD STAFF.

Staff who have worked in the CMH system before but are unable to provide verification of training to the current employer at the time of hiring.

When must training be completed

NHRRT MUST BE COMPLETED WITHIN 30 DAYS OF HIRE DATE. Failure to meet this requirement can render the employer as “Non-Compliant” and could result in a Plan of Corrections (POC) with monetary sanctions.

Who will provide the training

NHRRT is a one session face-to-face class room training provided by DWMHA ORR.

Registration process.

NHRRT registration is done by the provider/employer through MH-WIN. (MHWIN is an in-house database that can only be accessed by persons who have been given log-in permissions by DWMHA). The registration process is available on the DWMHA website (www.dwmha.com)

Where will the trainings be held

NHRRT will be held in the training room of the DWMHA currently located at:
707 W. Milwaukee St., 2nd floor conference room
Detroit, MI 48202-2943

Other locations will become available in the near future.

Verification the training is complete and staff and employer are compliant

When the staff successfully completes the face-to-face NHRRT, they will be given a certificate.

When the training attendance data is processed in MH-WIN, the provider / employer can print a certificate from the staff’s record in MH-WIN. A copy can be given to staff at no charge.



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FOR STAFF WITH PREVIOUS CMH HIRE DATES

Who is not required to register into NHRRT

Staff who can provide proof of previously completed New Hire Recipient Rights Training, either:

- New Hire Recipient Rights / DWMHA; or
- DWMHA / NEW HIRE – PART 1 and PART 2; or
- New Hire Recipient Rights training provided by another approved CMH-ORR

- **AND** ... Have not missed 2 or more years of Annual trainings since 2006.

Who can be “Grandfathered” in

Staff whose hire date in the CMH system was before 10/1/04 and cannot provide proof of New Hire Recipient Rights training provided by an approved CMH trainer ... **and** can provide proof of each “Recipient Rights Annual” training taken since 2006.

Staff first hired into the community mental health system between 10/1/2004 and 10/1/2009 and who have completed either a New Hire or Annual face-to-face training through DWCCMHA (or another CMH). The employer may request training verification from DWMHA if desired. Staff must provide their employer with the proof they have and continue to do the “Recipient Rights Annual” training.



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Previous New Hire trainings taken

New Hire Trainings conducted by DWMHA or the Michigan Autism Academy can be verified in MH-WIN by the Provider's Staff File Maintenance (SFM) person.

New Hire trainings conducted by Detroit-Wayne County CMH Agency can be verified by the DWMHA Training Unit.

Requests must be made by the HR DEPARTMENT and not the individual staff.
(Please DO NOT ask the individual staff to call or email the training department for this verification).

Requests must be submitted only via email to orr.training@dwmha.com in the format below:

- SUBJECT LINE: Record Search (staff full name)

- Email body must include: (Provide as shown below).
 - Full name of staff
 - Date of Birth
 - Date of Hire
 - Last 4 of SS#
 - Name and address of current work location

Email signature line must clearly identify which company is making the request with appropriate contact information.

Requests with incomplete information will not be processed.

Requests for proof for staff whose MH-WIN staff records are incomplete will not be processed.

PLEASE ALLOW 14 WORKING DAYS FOR DELIVERY.

Requests must be made by email and will be returned via email.



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FREQUENTLY ASKED QUESTIONS

Q: Who does NOT have to take this training?

Answer: Anyone who can provide proof of completed New Hire Recipient Rights training provided by an approved CMH trainer.

Q: What is the definition of “newly hired” staff?

Answer: Someone who has not previously worked in the community mental health system at any time for any company. Newly hired = 1st time ever.

Q: If I had new hire training when I worked at Provider A, and I just went to work at Provider B, do I have to take new hire training again?

Answer: No. New hire training is required for those who are newly hired in the community mental health system. If you have remained working in the community mental health system with no significant gap in your employment, and take the “Recipient Rights Annual” training annually, you do not have to take new hire training again.

Q: How is “significant gap in employment” defined?

Answer: If you have missed more than one “Recipient Rights Annual” training, that is a significant gap and you are required to attend new hire training.

Q: Does DWMHA accept new hire training from other CMHs?

Answer: Yes. DWMHA accepts new hire training conducted by Oakland Community Health Network (formerly Oakland County Community Mental Health Authority), Macomb County Community Mental Health, and Washtenaw County Community Mental Health Agency. Training conducted by other CMHs are evaluated on a case-by-case basis.

Q: If I am newly hired into the CMH system, and I completed only the Recipient Rights for New Hires - Part 1, can I work alone before taking the NHRRT?

Answer: No. As of 8/14/17 the Part 1 online course is being discontinued and all staff hired after that will be required to complete the single session face-to-face New Hire Recipient Rights Training (NHRRT) within 30 days of their hire date. If they fail to complete this training within that time frame, staff should not be placed on the work roster until that training is completed.

Q: Are NHRRT training classes on a Walk-in or First Come, First Serve basis?

Answer: No. Your provider/employer must register you into a specific class using MH-WIN. You should bring the MHWIN generated registration Confirmation to class with you. Your employer should provide you with that document. (It is NOT an email notice).